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Applicant:	John E. McCall	Examiner:	Dixon, Thomas
Serial No.:	09/923,202	Group Art Unit:	3629
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Title:	METHOD AND SYSTEM FOR PROVIDING ADVISORY INFORMATION TO A FIELD SERVICE PROVIDER		

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APPELLANT'S BRIEF ON APPEAL

MS: Appeal Brief - Patents
Commissioner for Patents
P.O. Box 1450
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Sir:

This Brief is presented in furtherance of the Notice of Appeal filed September 13, 2005, from the final rejections to Claims 1-13, 43-55 and 80-97 of the above-identified application, as set forth in the Office Action mailed June 13, 2005.

A check for $500.00 to cover the required fee for filing this Brief is enclosed.

Applicant reserves the right to request an oral hearing by filing a separate request for an oral hearing with the appropriate fee within two months of the date of the Examiner's Answer in response to this Brief.

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This brief contains these items under the following headings, and in the order set forth below (37 C.F.R. §41.37(c)):

I. REAL PARTY IN INTEREST

II. RELATED APPEALS AND INTERFERENCES (None)

III. STATUS OF CLAIMS

IV. STATUS OF AMENDMENTS

V. SUMMARY OF CLAIMED SUBJECT MATTER

VI. GROUNDS OF REJECTION TO BE REVIEWED ON APPEAL

VII. ARGUMENT

VIII. SUMMARY

IX. CLAIMS APPENDIX

X. EVIDENCE APPENDIX (None)

XI. RELATED PROCEEDINGS APPENDIX (None)

I. REAL PARTY OF INTEREST

The patent owner of the above-identified application is Ecolab Inc. of 370 Wabasha St. North, St. Paul, MN 55102, and is the real party of interest for the application in this appeal.

II. RELATED APPEALS AND INTERFERENCES

With respect to other appeals or interferences that will directly affect, or be directly affected by, or have a bearing on the Board's decision in this appeal:

☒ There are no such appeals or interferences.

☐ These are as follows:

III. STATUS OF CLAIMS

The status of the claims in this application are:

A. TOTAL NUMBER OF CLAIMS IN APPLICATION: Claims 1-97

B. STATUS OF ALL THE CLAIMS:

1. Claims cancelled: 14-42, 56-79
2. Claims withdrawn from consideration but not cancelled: None
3. Claims pending: 1-13, 43-55 and 80-97
4. Claims allowed: None
5. Claims rejected: 1-13, 43-55 and 80-97

C. CLAIMS ON APPEAL: Claims 1-13, 43-55 and 80-97

IV. STATUS OF AMENDMENTS

The present application was filed on August 6, 2001 and included claims 1-55. A first, non-final Office Action was mailed in this application on March 10, 2003 rejecting claims 1-55. Applicant then filed an Amendment in response to the first, non-final Office Action on June 30, 2003. A final Office Action was then mailed in this application on August 19, 2003 maintaining the rejections to claims 1-55, as set forth in the first, non-final Office Action. On December 19, 2003, Applicant requested continued examination under 37 C.F.R. §1.114 by filing an Amendment canceling claims 27-42 and adding claims 56-79.

On September 3, 2004, a non-final Office Action allowing claims 1-13 and 43-55, withdrawing claims 70-79 and rejecting claims 14-18, 20-25, 26, 56-65, 66 and 68-69 was mailed in this application. In response to that Office Action, Applicant filed an Amendment on November 8, 2004 in which no claims were canceled and no claims were amended. Another non-final Office Action was then issued in this application on January 14, 2005 and, in that Office Action, the allowability of claims 1-13 and 43-55 was withdrawn and the rejections to claims 14-18, 20-25, 26, 56-65, 66 and 68-69 made in the September 3, 2004 Office Action were maintained.

Applicant followed up to the January 14, 2005 Office Action by requesting an interview pursuant to 37 C.F.R. §1.133 and proposing an amendment for discussions therein. This request was granted and an interview between the undersigned and Examiner Thomas Dixon occurred on March 24, 2005. In the March 24, 2005 interview, the undersigned and Examiner Dixon agreed to the cancellation of claims 14-26 and 56-69 and discussed amending the remaining independent claims to include limitations recited in claim 11 in order to further prosecution of this application to allowance. An Amendment embodying the claim amendments and cancellations discussed in the March 24, 2005 interview was filed on April 14, 2005 as a response to the January 14, 2005 non-final Office Action. In addition, this Amendment added claims 80-97 into the application, and as such, claims 1-13, 43-55 and 80-97 were then pending as a result of the Amendment.

A final Office Action was then mailed in this application on June 13, 2005 rejecting all claims on the basis of a new grounds for rejection (35 U.S.C. §103 combination of U.S. Patent No. 5,694,323 and U.S. Patent No. 4,905,163) that had not previously been asserted in any prior

office action. The grounds for making the June 13, 2005 Office Action final was based on the Examiner's assertion that Applicant's April 14, 2005 Amendment "necessitated" the new grounds for rejection pursuant to MPEP 706.07(a) notwithstanding the discussions during the March 24, 2005 interview. A Notice of Appeal removing the prosecution of this application from the Examiner to the Board of Appeals was filed the last day for response within three months of that final rejection.

V. SUMMARY OF THE CLAIMED SUBJECT MATTER

The present invention is generally directed to a computer-implemented method for providing advisory information to field service providers communicating with a server computer by way of network devices. To accomplish this, the advisory information is retrieved from a storage module based on a provider identification code associated with the field service provider. Exemplary forms of advisory information include an indication of how operating parameters of a specific utility device relate to a set of threshold operating conditions. A concise summary of each independent claim annotated with exemplary reference numerals from the figures and exemplary citations to the specification follows:

A. Independent Claim 1

Independent claim 1 generally relates to a method (FIG. 4: 400) for providing advisory information to field service providers (FIGS. 1 and 2: 122). FIG. 4 and page 21, lines 19-21. The method is recited in claim 1 as being practiced within a computer network (FIGS. 1 and 2: 100) having a server computer (FIGS. 1 and 2: 102) communicating with the field service providers (FIGS. 1 and 2: 122) through network devices. FIGS. 1 and 2; page 16, lines 3-7. The method (FIG. 4: 400) involves receiving (FIG. 4: 404) a plurality of collected data (FIG. 2: 202, 204 and 206) related to a destination facility (FIG. 1: 116). FIG. 4 and page 21, lines 27-29. Each of the plurality of collected data (FIG. 2: 202, 204 and 206) is associated with one of a plurality of data types. FIG. 4 and page 21, line 29 - page 22, line 2. The method (FIG. 4: 400) further involves generating (FIG. 4: 406) data conclusions based on an analysis (FIG. 5: 518) between each of the plurality of collected data (FIG. 2: 202, 204 and 206) and an advisory rule corresponding to the data type of the collected data being analyzed. FIGS. 4 and 5; page 22, lines 13-14 and page 25, line 25-page 26, line 2. Next, the method (FIG. 4: 400) involves mapping (FIG. 4: 408; FIG. 5: 522) the data conclusions to advisory information and then storing (FIG. 5: 526) the advisory information in a storage module (FIG. 2: 216) for subsequent access by the field service providers (FIGS. 1 and 2: 122). FIGS. 4 and 5; page 23, lines 15-17 and page 26, lines 4-6 and lines 15-17. The storage module (FIG. 2: 216) contains a plurality of data type records (FIG. 3: 312) in which the advisory information is categorized (FIG. 5: 524) based on the data type of the collected data from which the advisory information is derived. FIG. 5; page 26, lines 9-14. The method (FIG. 4: 400) further involves receiving (FIG. 5: 528) a request

from a specific field service provider (FIGS. 1 and 2: 122) for presentation of advisory information. FIGS. 4 and 5; page 23, lines 20-21, page 27, lines 10-11, page 35, lines 13-16 and 28-31. The request includes a provider identification code (FIG. 3: 302) associated with the specific field service provider (FIGS. 1 and 2: 122) and representative of a specific data type of advisory information that the specific field service provider (FIGS. 1 and 2: 122) is authorized to access. FIGS. 4 and 5; page 23, lines 4-8; page 36, lines 4-5. In response to receipt of the request from the specific field service provider (FIGS. 1 and 2: 122), the method (FIG. 4: 400) involves retrieving advisory information from a specific data type record (FIG. 3: 312) of the storage module (FIG. 2: 216) based on the provider identification code (FIG. 3: 302) and presenting the retrieved advisory information to the specific field service provider (FIGS. 1 and 2: 122) through the network device. Page 37, line 21 - page 38, line 2.

B. Independent Claim 43

Independent claim 43 recites a computer program product readable by a computing system and encoding a computer program of instructions for executing the method of claim 1 as a computer process. Page 20, line 12 - page 21, line 10.

VI. GROUNDS OF REJECTION TO BE REVIEWED ON APPEAL

Claims 1, 2, 6, 8-13, 43, 44, 48, 50-55, and 80-97 stand rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Patent No. 5,694,323 (hereinafter, "Koropitzer et al.") in view of U.S. Patent No. 4,905,163 (hereinafter, "Garber et al.");

Claims 3, 45 and 47 stand rejected under 35 U.S.C. §103(a) as being unpatentable over the combination of Koropitzer et al. and Garber et al. in view of U.S. Patent No. 5,961,561 (hereinafter, "Wakefield");

Claims 4, and 46 stand rejected under 35 U.S.C. §103(a) as being unpatentable over the combination of Koropitzer et al. and Garber et al. in view of Wakefield and U.S. Patent No. 4,707,848 (hereinafter, "Durston et al.");

Claims 5 and 49 stand rejected under 35 U.S.C. §103(a) as being unpatentable over the combination of Koropitzer et al. and Garber et al. in view of Wakefield, Durston et al. and U.S. Patent No. 5,619,183 (hereinafter, "Ziegra et al.").

Claims 7 and 45 stand rejected under 35 U.S.C. §103(a) as being unpatentable over the combination of Koropitzer et al. and Garber et al. in view of Ziegra et al.

VII. ARGUMENT

All pending claims in the present application have been rejected under 35 U.S.C. §103(a) as being obvious over a combination of Koropitzer et al. and Garber et al. These outstanding rejections are believed to be improper as this purported combination fails to meet a prima facie case of obviousness with regard to any claim in the present application. Specifically, this combination fails to teach or suggest all limitations recited in any of the two independent claims (i.e., claims 1 and 43) in the present application. See MPEP §2143.03 (citing *In re Royka*, 490 F.2d 981, 180 U.S.P.Q. 580 (CCPA 1974) (emphasis added). Furthermore, neither Garber et al. nor Koropitzer et al. provide a suggestion or motivation for combination with the other nor does the Final Office Action point to any "generally available" knowledge that would lead to this combination. See MPEP §2143.03 (citing *In Re Rouffet*, 149 F.3d 1350, 1357, 47 U.S.P.Q.2d 1453, 1457-58 (Fed.Cir. 1998)).

All obviousness rejections are based upon the use of Koropitzer et al. and Garber et al., either in combination strictly with one another or together with one or more other references (e.g., Wakefield, Durston et al. and/or Ziegra et al.) and, because the Koropitzer et al.-Garber et al. combination is believed improper for purposes of rendering obvious the claimed invention under 35 U.S.C. §103(a), so too are all other combinations cited in the Final Office Action. The teachings of Koropitzer et al. and Garber et al. and their deficiencies with respect to the claimed invention are now addressed in greater detail with respect to each reference.

Turing first to Koropitzer et al., a process and system for monitoring the amount of revenue generated by and the repair history for laundry machines is disclosed in relation to a network of remote laundromats. Koropitzer et al. teaches that monitoring cash collections can lead to various types of analyses regarding the financial aspects of operating laundromats and that monitoring repair history can indicate whether a malfunctioned machine has been repaired. Such monitoring is administered by a network having a main controller unit (MCU) and multiple site controller units (SCU). The SCU's are located at each of the remote laundromats and collect information regarding cash collections and repair history for communication to the MCU. In this regard, the location of the MCU is referred to in Koropitzer as a "monitoring site."

As noted above, the present invention is generally directed to retrieving specific advisory information from a storage module for presentation to a field service provider based on a

provider identification code associated with the field service provider. In response to the non-Final Office Action mailed on January 14, 2005 and based on discussions in the March 24, 2005 Rule 133 interview, Applicant amended independent claims 1 and 43 to specifically recite the storage and retrieval of advisory information based on the specific data types from which the advisory information is derived. With regard to storage, the claim amendments limit the advisory information as being categorized within the storage module in data type records based on the data type associated with the advisory information (i.e., the data type from which the advisory information is derived). Similarly, the claim amendments limit the retrieval of advisory information from the storage module as being accomplished using the field service provider's provider identification code to identify a "specific" data type record from the storage module from which advisory information is retrieved.

The Examiner concedes that Koropitzer et al. fails to teach the retrieval of advisory information from specific data type records based on a provider identification code and, even further, that Koropitzer et al. fails to teach the association of advisory information with specific data types. Final Office Action dated June 13, 2005, at page 3. Garber et al. has thus been cited by the Examiner to address the admitted deficiencies of Koropitzer et al. in support of the outstanding 35 U.S.C. §103(a) rejections. See Final Office Action dated June 13, 2005, at page 3. Accordingly, the current analysis now turns attention to Garber et al.

In general, Garber et al. is directed to a computerized information presentation system for providing a user with meaningful access to large bodies of information such as, for example, patient medical records. The cited passage (Col. 33, lines 30-43) of Garber et al. teaches an approach for selecting information for display to a user based on the type of user. For example, the computerized information presentation system defines and is operable to present patient records in a manner customized for nurses, doctors and medical technicians. To accomplish this, Garber et al. teaches the use of a nurse patient records definition, a doctor patient records definition and a medical technologist patient records definition. If the user is a nurse, the nurse patient records definition is selected from among the three definitions and subsequently provided to the user.

Garber et al. stops short of any further explanation and fails altogether to teach the manner in which the user is determined to be of a certain type (e.g., nurse, doctor or medical technician). Indeed, Garber et al. does not teach the use of an identification code specific to the

type of user in order to indicate which definition to retrieve. Keeping in mind that "[a]ll words in a claim must be considered in judging the patentability of that claim against the prior art," MPEP §2143.03 (citing *In re Wilson*, 424 F.2d 1382, 1385, 165 U.S.P.Q. 494, 496 (CCPA 1970) (emphasis added), Garber et al. cannot be said to teach the claim limitations that are also missing from Koropitzer et al. For at least this reason, the purported combination of Garber et al. and Koropitzer et al. does not satisfy all limitations recited in either independent claim 1 or 43 and, therefore, necessarily fails as a basis for supporting a prima facie case of obviousness under 35 U.S.C. §103(a).

In addition, the Final Office Action does not provide the requisite motivation, suggestion or teaching for combining Koropitzer et al. with Garber et al. in the direction of the claimed invention. See Dembiczak, 175 F.3d 994, 999 (Fed.Cir. 1999). While such a motivation, suggestion or teaching may come from any one of several sources (i.e., explicit statement in the references, generally available knowledge to those of ordinary skill in the art at the time that Applicant's invention was made or, even in some circumstances, the nature of the problem being solved), it is an "essential" evidentiary component and, without question, must be proven by the Examiner to support a prima facie case of obviousness. Dembiczak, 175 F.3d at 999 ("The range of sources available, however, does not diminish the requirement for actual evidence. That is, the showing must be clear and particular.") (emphasis added).

In the case at hand, none of these viable sources is present. First and foremost, it is undisputed that Koropitzer et al. and Garber et al. both fail to contain an explicit statement that would lead one of ordinary skill in the art to combine one reference with the other. Secondly, the Final Office Action provides no proof that such a combination would have been implicitly realized by one of ordinary skilled in the art taking into context the nature of the problem solved by the present invention. See In re Kotzab, 217 F.3d 1365, 1370, 55 U.S.P.Q.2d 1313, 1317 (Fed.Cir. 2002). Indeed, such a motivation or suggestion is simply not present in the case at hand. Koropitzer et al. and Garber et al. pertain to two entirely different technologies that have absolutely no connection with each other, either explicitly or implicitly. With that said, the only plausible explanation for combining these two references is the impermissible use of hindsight reconstruction based on the problems solved by the Applicant's invention. See, e.g., Ex parte Haymond, 41 USPQ2d 1217, 1220 (BdPatApp&Int 1996) (the examiner "may not, because he

doubts that the invention is patentable, resort to speculation, unfounded assumptions or hindsight reconstruction to supply deficiencies in the factual basis.).

The final rejections are based on the Examiner's unsupported belief that it would have been obvious to modify Koropitzer et al. to teach retrieval of specific data type information using a provider's identification code based on the Garber et al.'s teachings concerned with customized patient records display to different types of medical professionals. In support of this position, the Examiner recites Applicant's invention, but provides no other proof of such obviousness. See Final Office Action dated June 13, 2005, at page 3. Rather, Applicants respectfully submit that the Examiner is improperly using Applicant's invention as a road map to assemble components from the alleged prior art, when in fact Koropitzer et al. and Garber et al. do not even have all the components, as addressed above. Such use of impermissible hindsight is improper for finding a prima facie case of obviousness, which the Examiner has thus yet to prove.

For at least the reasons explained above, Applicant submits that the combination of Koropitzer et al. and Garber et al. does not render Applicant's invention set forth in either independent claim 1 or 43 obvious and that the Examiner has failed to establish a prima facie case of obviousness with regard to same. Applicants therefore respectfully request reversal of the outstanding final rejections to claims 1 and 43 and, while not argued separately, claims (a) 2-13 and 80-88; and (b) 44-55 and 89-97, each of which depend either directly or indirectly from claims 1 and 43, respectively.

VIII. SUMMARY

In view of the foregoing remarks, Applicant respectfully requests reversal of the outstanding final rejections to claims 1-13, 43-55 and 80-97 based at least on the Examiner's failure to establish a prima facie case of obviousness with regard to any of these appealed claims in the present application.

In addition to the $500.00 due for filing this Brief, also enclosed is a check to cover the fee required pursuant to §1.136(a) to extend the period of response for filing this Brief to January 13, 2005. No other fees are believed due. However, if that is not the case, please charge any additional fees or credit overpayment to Merchant & Gould Deposit Account No. 13-2725.

Respectfully submitted,

Dated: January 13, 2005

SIGNATURE OF ATTORNEY

23552
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IX. CLAIMS APPENDIX

1. In a computer network having a server computer communicating with field service providers through network devices, a method in the server computer for providing advisory information to the field service providers, the method comprising:

receiving a plurality of collected data related to a destination facility, each of the plurality of collected data being associated with one of a plurality of data types;

generating data conclusions based on an analysis between each of the plurality of collected data and an advisory rule corresponding to the data type of the collected data being analyzed;

mapping the data conclusions to advisory information;

storing the advisory information in a storage module for subsequent access by the field service providers, wherein the storage module comprises a plurality of data type records, the advisory information being categorized in the plurality of data type records based on the data type of the collected data from which the advisory information is derived;

receiving a request from a specific field service provider for presentation of advisory information, the request comprising a provider identification code associated with the specific field service provider and representative of a specific data type of advisory information that the specific field service provider is authorized to access;

in response to receipt of the request, retrieving advisory information from a specific data type record of the storage module based on the provider identification code; and

presenting the retrieved advisory information to the specific field service provider through the network device.

2. A method as defined in claim 1, wherein the receiving act comprises:

collecting device data associated with a utility device maintained at the destination location;

collecting business data associated with a customer of a service providing company employing the field service provider to provide a service to the customer at the destination facility; and

collecting census data associated with the destination facility.

3. A method as defined in claim 1, wherein the network device is a wireless interface module and the presenting act comprises:

transmitting the retrieved advisory information to the wireless interface module via a wireless network connection.

4. A method as defined in claim 3, wherein the transmitting act comprises transmitting the retrieved advisory information to the wireless interface module as the specific field service provider is in transit between a first destination facility and a second destination facility.

5. A method as defined in claim 3, wherein the wireless interface module is a wireless telephone and the presenting act comprises:

providing the retrieved advisory information as a script in an audio format.

6. A method as defined in claim 1, wherein the presenting act comprises:

providing the retrieved advisory information as a script in a format based on the network device through which the specific field service provider is communicating to the computer network.

7. A method as defined in claim 6, wherein the script is in an audio format.

8. A method as defined in claim 6, wherein the script is in a visual format.

9. A method as defined in claim 6, wherein the script is in a textual format.

10. A method as defined in claim 1, wherein the specific field service provider provides a service at the destination facility based on the retrieved advisory information.

11. A method as defined in claim 1, wherein the storage module further comprises a plurality of customer account records, the advisory information to which each data conclusion is mapped being further categorized in the storage module within the customer account records, wherein the retrieving act comprises:

accessing the specific data type record and a specific customer account record based on the provider identification code.

12. A method as defined in claim 1, wherein the storage module further comprises a plurality of customer account records, the advisory information to which each data conclusion is mapped being further categorized in the storage module within the customer account records, wherein each of the plurality of customer account records is associated with at least a plurality of the data type records, the retrieving act comprising:

accessing a specific customer account record based on a customer account code input to the computer network by the specific field service provider communicating via the network device, wherein the specific data type record is one of the plurality of data type records associated with the specific customer account record.

13. A method as defined in claim 12, wherein the provider identification code comprises a specialty area code corresponding to a specialty area associated with the specific field service provider, the act of accessing a specific data-type record comprising:

selecting the specific data-type record based on the specialty area code.

14-42. (Canceled)

43. A computer program product readable by a computing system and encoding a computer program of instructions for executing a computer process for providing advisory information to field service providers communicating with the computing system over a computer network via network devices, the computer process comprising:

receiving a plurality of collected data related to a destination facility, each of the plurality of collected data being associated with one of a plurality of data types;

generating data conclusions based on an analysis between each of the plurality of collected data and an advisory rule corresponding to the data type of the collected data being analyzed;

mapping the data conclusions to advisory information;

storing the advisory information in a storage module for subsequent access by the field service providers, wherein the storage module comprises a plurality of data type records, the advisory information being categorized in the plurality of data type records based on the data type of the collected data from which the advisory information is derived;

receiving a request from a specific field service provider for presentation of advisory information, the request comprising a provider identification code associated with the specific field service provider and representative of a specific data type of advisory information that the specific field service provider is authorized to access; and

in response to receipt of the request, retrieving advisory information from a specific data type record of the storage module based on the provider identification code; and

presenting the retrieved advisory information to the specific field service provider through the network device.

44. The computer process in the computer program product of claim 43, wherein the receiving act comprises:

collecting device data associated with a utility device maintained at the destination location;

collecting business data associated with a customer of a service providing company employing the field service provider to provide a service to the customer at the destination facility; and

collecting census data associated with the destination facility.

45. The computer process in the computer program product of claim 43, wherein the network device is a wireless interface module and the presenting act comprises:

transmitting the retrieved advisory information to the wireless interface module via a wireless network connection.

46. The computer process in the computer program product of claim 45, wherein the transmitting act comprises transmitting the retrieved advisory information to the wireless interface module as the specific field service provider is in transit between a first destination facility and a second destination facility.

47. The computer process in the computer program product of claim 45, wherein the wireless interface module is a wireless telephone and the presenting act comprises:

providing the retrieved advisory information as a script in an audio format.

48. The computer process in the computer program product of claim 43, wherein the presenting act comprises:

providing the retrieved advisory information as a script in a format based on the network device through which the specific field service provider is communicating to the computer network.

49. The computer process in the computer program product of claim 48, wherein the script is in an audio format.

50. The computer process in the computer program product of claim 48, wherein the script is in a visual format.

51. The computer process in the computer program product of claim 48, wherein the script is in a textual format.

52. The computer process in the computer program product of claim 43, wherein the specific field service provider provides a service at the destination facility based on the retrieved advisory information.

53. The computer process in the computer program product of claim 43, wherein the storage module further comprises a plurality of customer account records, the advisory information to which each data conclusion is mapped being further categorized in the storage module within the customer account records, wherein the retrieving act comprises:

accessing the specific data type record and a specific customer account record based on the provider identification code.

54. The computer process in the computer program product of claim 43, wherein the storage module further comprises a plurality of customer account records, the advisory information to which each data conclusion is mapped being further categorized in the storage module within the customer account records, wherein each of the plurality of customer account records is associated with at least a plurality of the data type records, the retrieving act ~~comprises~~ comprising:

accessing a specific customer account record based on a customer account code input to the computer network by the specific field service provider communicating via the network device, wherein the specific data type record is one of the plurality of data type records associated with the specific customer account record.

55. The computer process in the computer program product of claim 54, wherein the provider identification code comprises a specialty area code corresponding to a specialty area associated with the specific field service provider, the act of accessing a specific data-type record comprising:

selecting the specific data-type record based on the specialty area code.

56-79. (Canceled)

80. A method as defined in claim 1, wherein the provider identification code comprises a specialty area code corresponding to a specialty area associated with the specific field service provider, the retrieving act comprising:

selecting the specific data-type record based on the specialty area code.

81. A method as defined in claim 1, wherein the plurality of data type records comprise one or more business data type records and one or more device data type records.

82. A method as defined in claim 81, wherein the provider identification code represents that the specific field service provider is authorized to access advisory information derived from device data, the retrieving act comprising:

accessing the specific data type record from the one or more device data type records and retrieving advisory information therefrom.

83. A method as defined in claim 81, wherein the provider identification code represents that the specific field service provider is authorized to access advisory information derived from business data, the retrieving act comprising:

accessing the specific data type record from the one or more business data type records and retrieving advisory information therefrom.

84. A method as defined in claim 2, wherein the plurality of data type records comprise a device data type record, a business data type record and a census data type record, the storing act comprising:

storing advisory information derived from the collected device data in the device data type record;

storing advisory information derived from the collected business data in the business data type record; and

storing advisory information derived from the collected census data in the census data type record.

85. A method as defined in claim 1, wherein the receiving act comprises:

collecting device data associated with a utility device maintained at the destination location; and

collecting business data associated with a customer of a service providing company employing the field service provider to provide a service to the customer at the destination facility.

86. A method as defined in claim 85, wherein the plurality of data type records comprise a device data type record and a business data type record, the specific data type recording being one of the device data type record and the business data type record and wherein the storing act comprises:

storing advisory information derived from the collected device data in the device data type record; and

storing advisory information derived from the collected business data in the business data type record.

87. A method as defined in claim 86, wherein the device data type record and the business data type record are categorized in the storage module as being associated with a specific customer account record associated with the destination location, the retrieving act further comprising:

accessing the specific customer account record based on the provider identification code.

88. A method as defined in claim 86, wherein the device data type record and the business data type record are categorized in the storage module as being associated with a specific customer account record associated with the destination location, the retrieving act further comprising:

accessing the specific customer account record based on a customer account code input to the computer network by the specific field service provider in addition to the provider identification code.

89. The computer process in the computer program product of claim 43, wherein the provider identification code comprises a specialty area code corresponding to a specialty area associated with the specific field service provider, the retrieving act comprising:

selecting the specific data-type record based on the specialty area code.

90. The computer process in the computer program product of claim 43, wherein the plurality of data type records comprise one or more business data type records and one or more device data type records.

91. The computer process in the computer program product of claim 90, wherein the provider identification code represents that the specific field service provider is authorized to access advisory information derived from device data, the retrieving act comprising:

accessing the specific data type record from the one or more device data type records and retrieving advisory information therefrom.

92. The computer process in the computer program product of claim 90, wherein the provider identification code represents that the specific field service provider is authorized to access advisory information derived from business data, the retrieving act comprising:

accessing the specific data type record from the one or more business data type records and retrieving advisory information therefrom.

93. The computer process in the computer program product of claim 44, wherein the plurality of data type records comprise a device data type record, a business data type record and a census data type record, the storing act comprising:

storing advisory information derived from the collected device data in the device data type record;

storing advisory information derived from the collected business data in the business data type record; and

storing advisory information derived from the collected census data in the census data type record.

94. The computer process in the computer program product of claim 43, wherein the receiving act comprises:

collecting device data associated with a utility device maintained at the destination location; and

collecting business data associated with a customer of a service providing company employing the field service provider to provide a service to the customer at the destination facility.

95. The computer process in the computer program product of claim 94, wherein the plurality of data type records comprise a device data type record and a business data type record, the specific data type recording being one of the device data type record and the business data type record and wherein the storing act comprises:

storing advisory information derived from the collected device data in the device data type record; and

storing advisory information derived from the collected business data in the business data type record.

96. The computer process in the computer program product of claim 95, wherein the device data type record and the business data type record are categorized in the storage module as being associated with a specific customer account record associated with the destination location, the retrieving act further comprising:

accessing the specific customer account record based on the provider identification code.

97. The computer process in the computer program product of claim 95, wherein the device data type record and the business data type record are categorized in the storage module

as being associated with a specific customer account record associated with the destination location, the retrieving act further comprising:

accessing the specific customer account record based on a customer account code input to the computer network by the specific field service provider in addition to the provider identification code.

X. EVIDENCE APPENDIX

None

XI. RELATED PROCEEDINGS APPENDIX

None